

Supported Living



About Us

We are a specialist support provider for people with Autism, Learning Disabilities, Mental Health needs and Acquired Brain Injuries. We are passionate about quality and we specialise in supporting people to achieve their full potential.

We believe in the potential of everyone we support and enable them to work towards their goals, live more independently and take control of their lives. We listen to each person to understand what they would like to achieve in life. We then work closely with them, their family, circle of support and other professionals to define goals and work together to achieve them.

Through our outcome focussed approach, we provide support that is designed around each person's individual needs.



Quality

Our commitment to quality is at the centre of everything we do.

We are committed to supporting people to live fulfilled lives. Our individual support plans enable this, providing people with greater choice and control over their own lives.

Our priority is to make every day amazing.



Person Centred Planning

Our staff support each person to create a person-centred plan that tells us how they want to live their life now and in the future. Through a range of communication tools, we ensure that each person is closely involved in the development of their own plan.

Some examples of how we have supported people include:

- Working towards independence with personal care tasks
- Skills building to manage money
- Travel training to gain confidence and independence
- Learning to stay healthy and exercising
- Support with medication and health appointments
- Discovering new hobbies, getting out and having fun!
- Accessing vocational training and work experience
- Managing correspondence and bills
- Building social skills and expanding social circles



All of our supported living services provide bespoke packages of up to 24-hour support, including overnight support when needed. This can be provided within the family home or a person's own supported tenancy.

Independent Life Skills Assessment

We have developed an Independent Life Skills Assessment tool which covers self-medication, health action, personal hygiene, laundry, home making, meal preparation, shopping, money management or budgeting, health and safety awareness and social skills.

The assessment summarises areas of strength and need, while feeding into each person's support plan with areas of required skill development or support.

"We found people received outstanding personalised care and support. They told us they were involved in all decisions about their care and the service had developed creative means of enabling people to lead as full a life as possible. We saw that people were also supported to work within the wider community and were employed within various organisations."

Quote from the Care Quality Commission about our Cheshire and Midlands supported living service.



Autism

Our specialist Autism services offer a person centred and Autism friendly approach for every autistic person we support. We encourage people to gain self awareness and increased understanding of their Autism. This ensures that the support we provide makes the most of the gifts and skills their Autism can bring as well as seeking to reduce the difficulties each person may face.

We support people to gain confidence and do things that are important to them. This can lead to increased independence and importantly a sense of control of their lives. Our experienced and well trained staff are supported by our Autism Advisor, Clinical Support Nurses and Behavioural Advisors who have a wealth of knowledge and experience of working with people with Autism.

Our Autism Advisor has over 35 years of working practice and research with people with Autism and their families as well as in staff development and training. Both staff and people we support are able to benefit from our Autism Advisor's experience through both training and visits in people's own homes to offer guidance. This is complemented by a university accredited course on Autism and Positive Behaviour accredited by Coventry University.

Our Autism training pathway enables staff to work in Autism friendly ways and to support the development of the gifts and skills that each person has. Initially, staff are taught to become Autism aware and then with further training, they learn how to develop Autism friendly ways of working in how they support each autistic person. Staff can then become Autism Champions as they study with Coventry University and attain a Continuing Professional Development (CPD) certificate in Good Autism Practice.

"Being supported by accomplish during the week helps me maintain my independence."

Lee's journey towards independent travel

Lee* can now travel independently and is very proud of his progress.

Case Study

Lee has complex Learning Disabilities, Autism and displays challenging behaviour when his routine is interrupted or is in unfamiliar environments.

Staff worked with Lee to access his local community, so he wasn't isolated at home. This included working closely with Lee to develop his understanding of local transport timetables and agreeing strategies to proactively support him to reduce his anxieties.

This included having a clear visual structure so Lee could see what was happening now and what was going to come next. He got used to the various community landmarks and knew what he was going to see when he was out on each activity.

This pattern of familiar sites first seen as visual supports really helped Lee to accept and understand the activity and then to really enjoy it and benefit from it. Staff completed learning logs with Lee and reviewed what makes him anxious and how those anxieties were reduced following journeys.

This became a reflective tool for identifying what strategies from the positive behaviour support plan and Autism profile worked well, in addition to Lee seeing how his skills were developing, which also reduced his anxieties.

Support Workers now go to bus stops with Lee so he can travel independently and then meet with Lee at the end of journeys. He is very proud of his progress and looks forward to new journeys.

* Name has been changed for confidentiality.



Autism Profile

We develop a profile of the way Autism impacts each person. This highlights their strengths as well as the areas where support is needed. Our Autism profile summarises the diagnostic criteria and creates a picture that is both Autism focussed and person specific. Through this, we are able to work in a truly person-centred and Autism intelligent way.

We understand people may feel anxious about change. We ensure each person has a transition plan which includes pre-visits, personal information booklets, photos, maps, social stories and schedules to ensure everyone feels welcome as well as comfortable.



Learning Disabilities

Our individual support plans enable people with Learning Disabilities to have choice and control over their own lives. We encourage people to achieve their goals in a way that is bespoke to their needs.

Each person we support with a Learning Disability has a person-centred, strengths based assessment. The assessment highlights their existing abilities and identifies how support staff and specialist support can enhance their independent living skills.

The assessment is based on the Active Support Model, which encourages the person's involvement in every aspect of their life and through targeted support and enablement, promotes skill development.

Active support is outcomes focussed and enables monitoring of progress towards each person reaching their full potential. Our person-centred approach, results in each person fully engaging in their review process and making positive life changes based on their person-centred profiles.

We complete an in-depth assessment and analysis of challenging needs and take a positive approach based on detailed behaviour support planning. Our supported living services have access to our Positive Behaviour Support Advisors who work intensively to support each person and their staff team.

Our Positive Behaviour Support Advisors are significant in maintaining tenancies when challenges arise. They support each person to engage in positive behaviours through using effective communication strategies. The focus of our behavioural support training is to improve people's quality of life.

Jackie's successful coping strategies

Staff supported Jackie* to have a more structured timetable of activities which Jackie found really beneficial.

Case Study

Jackie displays behaviours that challenge when frustrated. She has a sensory quiet room in her house, which Jackie finds calming but her staff team and family felt this was isolating for her.

Staff worked with Jackie and her family to discover what she liked to do and supported her to have a more structured timetable of activities. This pro-active approach helped reduce Jackie's frustrations.

Staff kept learning logs, identifying what was working - which contributed to a checklist of preventative and reactive strategies staff should consider when Jackie was distressed.

Over the past 3 months, Jackie has only used her quiet room once, which is a huge reduction compared to previously. Jackie has found this new approach really beneficial for her life.

* Name has been changed for confidentiality.



"What I love most about my life is the fact that through the support I have received, I have independence, a wonderful circle of friends who value me and I have a voice which means I run the show!"

Mental Health needs

Our focus is on recovery and resilience. We support people whose Mental Health is impacted by personality disorder, anxiety disorder, schizophrenia, depression, mood affective disorders, self-harm behaviour and substance misuse backgrounds.

Everyone we support has a person-centred strengths based assessment that highlights their existing abilities and how specialist support can enhance their independent living skills.

We follow the Recovery Model and utilise tools such as the Recovery Star, which is completed collaboratively with each person and their support team. The Recovery Star focuses on 10 major life areas including managing Mental Health, physical health and self-care, identity and self-esteem.

A key Mental Health tool that is used is effective Mental Health Relapse Planning. The Mental Health Relapse Planning tool is designed to support people and the people who support them to recognise early signs of their Mental Health relapsing, which can prompt intervention to prevent full relapse.

This is a great tool for someone whose Mental Health is unstable and can fluctuate. The tool works on a traffic light system identifying green, amber and red indicators with a support strategy at each stage. It also provides a daily monitoring tool for the person or their support staff to monitor any fluctuations in their Mental Health. This ultimately helps people to manage their own Mental Health by recognising indicators of relapse.



For each area, each person is supported to identify where they are on the 'Ladder of Change' and identify scores of 1-10 which are plotted on the star. Based on the scores, the person is supported to identify goals they would like to achieve and action plan how they want to work towards them. The Recovery Star is repeated collaboratively during regular reviews with the new scores plotted on the star so they have a clear, visual representation of their recovery journey.

Our approach also includes supporting people with positive behavioural support needs. Skilled staff undertake an in-depth assessment and take a positive approach based on detailed behaviour support planning. Each person is supported with an individualised support plan. Our dedicated Behaviour Advisors work intensively alongside people we support and staff.

Louise's successful journey to independence

Louise's* support has continued to reduce and she now lives more independently

Case Study

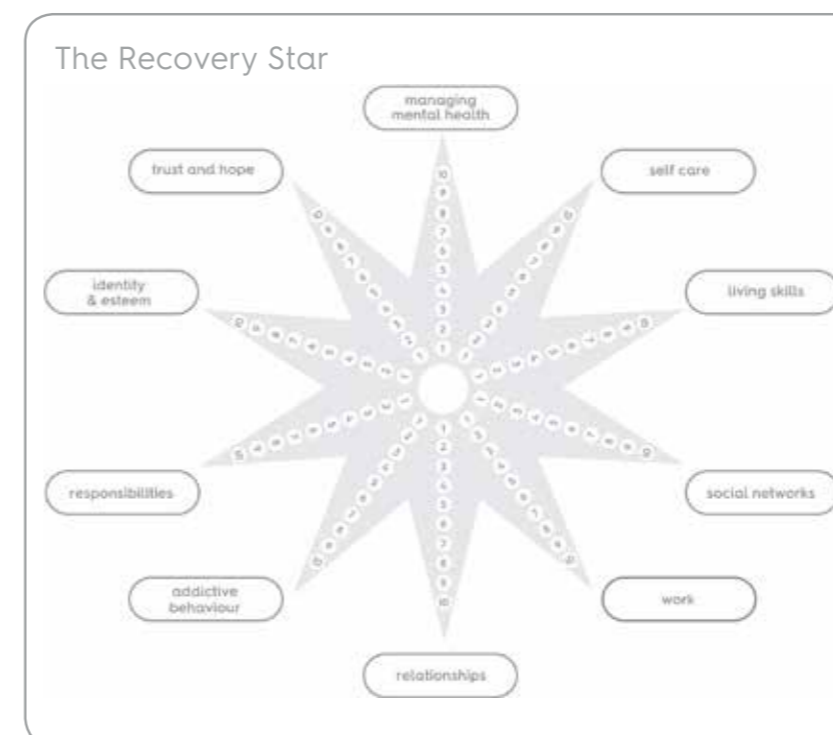
Louise was very shy when she was first supported by accomplish. She had unstable personality disorder, an eating disorder and self-harming behaviour.

Using the Recovery Star Model, staff worked closely with Louise, agreeing each step with her. The Recovery Star encourages people to gain control over their Mental Health thus enabling their progression. Louise was supported to attend workshops focused around building confidence, independent living skills and emotional resilience.

After 9 months, Louise was discharged from her section and progressed along her pathway to living in her own home. Louise's staff team has supported her to live in the community independently, with her support reducing over time.

Louise's self-harming behaviours reduced through a programme of self-esteem activities, supporting her to understand the patterns of self-harm and an exercise schedule that helped her express her anger more positively.

* Name has been changed for confidentiality.



Success with the Recovery Star

We use the Recovery Star model, an outcomes-based measurement tool recognised by the Department of Health. By using the Recovery Star, we are able to measure progress in areas including managing Mental Health, enhancing living skills, building and maintaining social networks and building self-esteem to maximise independence.

The Recovery Star:

- Values peoples perspectives and enables empowerment and choice
- Supports recovery and social inclusion
- Is holistic, covering all the major dimensions linked to recovery

Acquired Brain Injuries

Our brain injury services are highly personalised and focus on the rehabilitation and the development of people's skills. We also support people with complex needs, including those with dual diagnosis.

We provide physical, cognitive, social and behavioural support to enable each person to build on their strengths, interests and aspirations. We actively promote community participation, autonomy and vocational pathways.

Our specialist teams are supported by our clinical support team, who provide clinical support and training focused on enabling people to develop effective cognitive, communication, emotional and behavioural strategies. The team includes a Specialist Brain Injury Advisor, Clinical Support Nurses and Positive Behavioural Support Advisors.

Our Brain Injury Advisor has a wealth of experience in working with people with Acquired Brain Injuries. Both staff and people we support benefit from this experience through training and support visits.

Our skilled and highly trained support teams utilise a range of tools to measure progress and track outcomes including:

BIIES - The Brain Injury Independence and Emotional Scale measures independent living skills and emotional well-being.

SASNOS - The St Andrews Swansea Neuro-behavioural Outcomes Scale measures social interaction, relationships, engagement, cognition, inhibition and communication. This enables us to track and share progress in a graphical format to support assessment, review and outcome measurement.

GAS GOALS - The Goal Attainment Scoring tool (GAS) is used to support people to focus on achieving key objectives and manageable milestones. Daily records are kept which track achievements and progress.



Sandra's engagement in community life

Sandra* now accesses the community on a daily basis, going shopping and participating in group activities.

Case Study

When first supported, Sandra did not like to leave the service. Staff, alongside the Clinical Lead and Behavioural Specialist, supported Sandra with her emotional wellbeing and positive behavioural support. Supporting Sandra to understand what the causes of her challenging behaviour were, as well as a structured timetable of support activities to focus on, helped her redirect her energies into positive behaviours.

Stepped support was provided to help Sandra engage in community life. By reviewing after each outing what made Sandra anxious, staff were able to proactively address this during future activities (e.g. researching quieter times in shopping centres).

Sandra now accesses the community on a daily basis, going shopping, having her nails done and participating in group activities.

* Name has been changed for confidentiality.



"I can do more things for myself which I couldn't have done before in residential care"



For more information about our services, please contact us on
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Or email us at
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